

United States Embassy Canteen/Cafeteria Services Statement of Work

Background

The United States Embassy in Lusaka is soliciting applications to manage the Embassy canteen. Local, established catering companies or restaurant management companies are eligible to apply. Catering services will include breakfast, lunch, and snack menus to U.S. Government (USG) staff. The potential number of customers per day is 150 meals.

Scope of Work

The Canteen Operator shall:

- Provide a menu that includes continental breakfast, traditional Zambian lunch (Matebeto style), A La Carte items, salad bar, vegetarian meals, and a range of snacks at competitive prices.
- Coordinate with the American Mission Community Association (AMCA) General Manager regarding any and all canteen activities, including but not limited to:
 - a. Acquisition and delivery of fresh produce, meats and fish, and other food stuffs
 - b. Food preparation
 - c. Menu planning and pricing
 - d. Cleaning the canteen kitchen and dining area and ensuring U.S. standard hygiene and sanitation procedures and requirements are observed and maintained.
- Maintain accurate financial records and payment of all staff salaries. Social security contributions and taxes for all the Canteen's employees.
- Comply with all standards of hygiene, sanitation, and cleaning procedures as prescribed by U.S. Government health officials, to include the U.S. Commissary Food Inspector and Medical Technologist For the U.S. Embassy Health Unit.
- Provide two pairs of uniforms to canteen staff, launder such uniforms, and ensure that the staff is clean and presentable at all times. \
- Maintain the kitchen equipment, operating it according to the instructions.
- Supply condiments and spices, and cleaning products (including napkins and tooth picks for customers) for operation of the canteen. Procurement of only the best quality of food-stuffs available in Lusaka for use in preparing meals and that the food is stored and served at the correct temperature, in clean and hygienic conditions.
- Maintain adequate stock levels at all times based on consumption, availability, and scheduled delivery lead times. Central stock and rotation systems will minimize storage times of perishable and frozen items.

- Price increases should be approved by the AMCA General Manager and the AMCA Board of Directors.

- Submission of the following reports to the AMCA General Manager as required:

Reports Frequency

Utensils Inventory - As required

Expendable property - As required

(Dishes, glasses, spoons. etc.)

Supplemental Guidance:

1. Continental breakfast, Traditional Zambian lunch (Matebeto style) and Ala carte for Western food, salad bar, good vegetarian food, snack foods, fruits, hot and cold beverages to be served from Monday to Friday, excluding holidays, to Embassy personnel and authorized visitors. Canteen Operator hours will be agreed upon between the two parties as a function of customers' working hours. Employees must be in their proper uniforms and ready to serve food at the agreed upon Opening time until the agreed upon closing time.

The U.S. Embassy Canteen Operator will meet regularly with AMCA General Manager to discuss the quality of food and services and the suitability of menus.

2. The Canteen Operator will provide a choice of fast food and conventional meals and ensure the following items are available everyday: salads, soups, main courses, sandwiches, breakfast pastries, fresh fruit desserts and hot/cold drinks.

3. On the occasion of social gatherings, special meals or buffets may be organized [or groups. with the menus and prices agreed upon in advance by the Canteen Operator and the AMCA General Manager.

4. Meals will be prepared in accordance with U.S. standards of hygiene and quality control.

5. The kitchen, stores, service counters and dining areas will be kept thoroughly clean and tidy at all times in accordance with the established cleaning schedules. Charts are to be maintained listing the daily and weekly cleaning schedules. These will be verified periodically by AMCA.

6. The Canteen Operator will obtain and renew, as when required, all administrative authorizations required by the Zambian Government in connection with this agreement including, but not limited to, all work and other permits for the employees.

7. The Canteen Operator will report immediately to AMCA all accidents and other incidents resulting in personal injury or death, or damage to/loss of property.

Special Requirement

The Canteen Operator will be expected to fulfill the following special requirements;

1. The Canteen Operator may not subcontract, all or part of, this agreement without prior approval in writing by AMCA.
2. The Canteen Operator is not authorized to change hours of operation without AMCA's approval.
3. Any employee not complying with U.S. Embassy regulations (including security clearance) and expected work standards or who refuses to follow proper hygienic or health standards shall be immediately removed from the location upon the AMCA Management request.
4. The Canteen Operator undertakes to comply with all Provisions of applicable Zambia labor laws, and undertakes full responsibility for complying with any legislation that may be promulgated in the future.
5. Any claims against the U.S. Embassy or AMCA by an employee of the Canteen Operator shall promptly be dealt with by the Canteen Operator so that the U.S. Embassy or AMCA may not in any way be inconvenienced. The Canteen Operator will indemnify and hold the U.S. Embassy and AMCA harmless for any claims brought against it by employees, past or present of the Canteen Operator. The Canteen Operator will ensure that all employees sign statements indicating they are employees of the Canteen Operator, not the U.S. Embassy or AMCA. and will not bring claims against the U.S. Embassy or AMCA arising out of their employment by the Canteen Operator.
6. The Canteen Operator shall be solely liable for all taxes levied by government authorities in Zambia or overseas in connection with its activity under this contract, including, but not limited to personal income tax and social security contributions of employees and all company taxes.

Probation period and Required USG Clearances:

Successful completion of a three—month probation period is required. In case of unsatisfactory performance of the Canteen Operator during the probation period, AMCA has the right to terminate this Agreement.

Security Clearance investigations of proposed staff will be conducted by the American Embassy Regional Security Office (RSO) No person will be allowed to work at the Embassy canteen without a clearance provided by the RSO.

The Health Office of the US Embassy will certify that every contract employee working at the Canteen is physically and mentally capable of the tasks assigned to them by the contractor.

Evaluation Criteria for selection of the Canteen Operator:

The Selection will be made by the AMCA General Manager and the AMCA Board of Directors, representing U.S. Embassy Employees. The following criteria for evaluation will be taken into account while an award is being made:

Evaluation Criteria

1. 20% — Past and present performance in providing this type of service and a demonstrated ability to provide a variety of foods, e.g. breakfast, Traditional Zambian lunch (Mateheto style) and Ala carte for Western food, salad bar, good vegetarian food, a range of snacks and fruits.
2. 15% - Financial means to pay staff and buy quality produce, meats, and other food stuffs.
3. 15% — Demonstrated ability to acquire and deliver fresh produce, meats and other food stuffs.
4. 20% - Taste test by members of the AMCA Board Members and General Manager. The Board Members and General Manager will pay for their own lunch at a canteen Operator managed location.
5. 15% - Estimated process (in Kwacha) of typical menu items and a menu of breakfasts and lunches by a one month period (20 work days)
6. 15% - The Canteen Operator agrees to provide a complete lunch consisting of traditional Zambian lunch (Mateheto style) for a good price. Other Food items served by the Canteen Operator should be competitively priced. The Cafeteria Management Committee will review the menu and prices on periodic basis.

All proposals should include an expression of interest, references and full contact information. Submissions should be emailed to AMCA Board Chairmen at Lusaka-Cafeteria@state.gov.